

Education Group Annual Report 2022

Education remains an important part of the role of Teesside Hospice, providing training for our own staff / volunteers and educating Healthcare Professionals in the wider community. Teesside Hospice strives to be a Learning Organisation, promoting personal and professional education and ensuring that this is an integral part of the future development of Teesside Hospice.

As highlighted in the Hospice's Vision and Strategic Plan,;

- Aim 3, Empower our Community – 'Be seen and recognised as leaders in Palliative Care by educating and campaigning' education remains a high priority for the organisation.

Over the previous two years, the global pandemic has changed the way we access and deliver education and learning. Although face to face (F2F) education is now possible, F2F and virtual hybrid options are proving popular for staff.

Education Group (Chair Dr Rosie Finnegan)

The Education Group meets quarterly, and the membership includes representation from all clinical teams in the hospice as well as from Workforce Development and Facilities team.

Clinical Practice Development Lead (From May 2022)

Kimberley Hunt, an experienced palliative care nurse, who has worked at Teesside Hospice for many years and latterly as Sister in Wellbeing centre, accepted a secondment opportunity for this new post. This role incorporated education, audit and research. The promotion of Teesside Hospice as a learning organisation was a key priority for this role.

Kimberley has created links with external partners to further develop collaborative learning opportunities, organising and presenting with hospice colleagues.

These include:

- Teesside University District Nurse training – All day Teaching Session on Palliative and Hospice Care delivered by Teesside Hospice staff (included nursing staff, medical staff and our CEO)
- North East Ambulance Service – All day teaching day held at the hospice for our paramedic colleagues. Teaching delivered by Dr Mann and Palliative Care colleagues across the region.
- Teesside University MSC Post graduate Dietetic Students. 2 students spending 13 weeks at the hospice completing project work.

- Middlesbrough College – 3 students on the Access to Health and Social Work course have worked on IPU and Well Being as well as placements in Finance and Income Generation.

- Collaboration with South Tees Palliative Care Clinical Educator, Chris Ward.

This has encompassed presenting on the Cancer Internship Programme/Macmillan development programme joint study session. We are also taking part in the South Tees Virtual Ward placement, where up to 20 student nurses have the opportunity of attending the hospice and get a better understanding of hospice services and end of life care. Hopefully this will promote better understanding of hospice services and potentially an interest in a career in Palliative Care nursing in the future.

Improving public awareness of the hospice and our services has continued to be a high priority following on from the widening access project. A number of community groups have attended the hospice so we can promote, discuss and aim to dispel any myths around hospice care. As an organisation we need listen to our local community, understand what prevents or makes it challenging for people, to access our services and work to address these.

Kimberley and IPU Sister Chloe McCormick have delivered well received webinars to Health Care Professionals in the South Tees region to promote understanding and awareness of our services.

Summary of Group Activity over the year

Mandatory training

The hospice online training platform, Relias, continues to be successful, ensuring easy access for staff and volunteers to mandatory training and improving compliance. New modules can be easily added, and staff can add to their own independent training log. Compliance continues to remain high amongst Northgate Staff.

Unfortunately Relias will no longer be providing this service within the UK and the Hospice Workforce Development team have worked hard to source another company who can deliver the mandatory training schedule that we require. Bluestream Academy have been chosen, used by many healthcare organisations including hospices. The process for switching to the new learning platform is ongoing and the increase in workload by the work force development team required to ensure this is done by June is acknowledged.

Volunteer access to mandatory training is important and newly appointed volunteers have been completing training before starting work. Volunteers without access to computers/online training are supported in order to complete training.

Open Forum Education Programme

Kim Hunt and Anne Hall have been organising the open forum education sessions which have been delivered F2F. The programme has combined mandatory sessions which require face to face attendance and topics identified by staff as an education need. Sessions are delivered by both hospice staff and external colleagues.

Non-clinical staff have been encouraged to attend sessions. Moving forward we continue to have a planned programme of relevant education topics. We can now combine F2F and virtual sessions to allow staff to attend when not on the premises and hopefully record sessions for learning in their own time.

A new booking system has been developed in order to gauge number of attendees prior to the session. This is being piloted currently.

Examples of topics covered:

- Day in the Life of a Funeral Director
- Heart failure
- Stoma Care
- End of Life Care in Prisons
- Cyber Crime and Fraud awareness at home and the workplace
- What is it like to die at home?
- Wills Probate and digital passwords.
- Guided Relaxation
- Emergency Health Care Plans
- Principles of Oxygen use.

External Education Opportunities.

Access to education has changed with more external training being delivered virtually. External courses which are being held virtually often provide a more flexible way of learning. Staff attending national external courses are encouraged to feedback their learning and change to practice with their hospice teams.

Education webinars of interest are often streamed in the Training room for people to attend if able.

Staff are encouraged to access learning via online platforms such as eLfh (E-learning for Healthcare Professionals) which is a free and comprehensive resource.

External education events are shared with the teams by Kimberley so that all staff can have the opportunity of attending.

All staff continue to be encouraged to identify education needs via their line managers and through yearly appraisals, in order to support individual and team learning.

Facilities Team

All members of the team have played an important role in the smooth running of the Hospice and ensuring the Hospice remains a safe environment for patients, visitors and staff. Staff members including those newly appointed and volunteers have continued to complete all relevant mandatory training.

Key members of the facilities team continue to complete relevant training in order to ensure the hospice remains a safe environment. F2F training on medical gases, in particular site specific oxygen training has been delivered by our external Medical Gas consultant essential for the safe use of oxygen by facilities and clinical staff.

Lymphoedema Education

The team are now seeing patients face to face in the hospice or at home.

Three members of the Lymphoedema team have attended the Manual Lymphatic Drainage course in Glasgow with opportunity to learn and network.

Education through collaborative working.

Claire Yates (Clinical Lymphoedema Lead) has been working with Tissue Viability Nurses (South Tees area) assessing patients with lower limb wounds and oedema. Collaborative working providing joint visits with District Nurses and Practice Nurses to ensure that all patients receive the recommended care following National Wound Care Strategy. These appointments also provide education regarding wound care and compression to the community nurses.

To ensure that learning reaches all staff in the community and ensure that patients receive standardised care in a timely manner, the Teesside Hospice team have devised a pathway that follows the National Wound Care Strategy for Lower Limb wounds adding additional information and sign posting, that staff will find helpful. The team are working with a strategic Manager from the company Essity, as they are promoting the launch and providing materials required and some of the Education.

The pathway will launch in June during Legs Matters week. We will be offering lunch time, evening sessions and also online material. We are working with Community managers and Primary care trusts to ensure all staff are aware and able to attend.

This is an excellent example of a collaborative working to improve patient experience and outcomes as well as disseminating expertise to other clinical practitioners.

Nursing Staff Training

The organisation continues to support the training of our nursing staff in a number of ways.

Formal training via RGN/HCA study days

The organisation continues to support and deliver paid study days for all employed nursing staff to ensure that the nursing team can meet the NMC revalidation requirements and develop their personal learning.

Topics incorporated mandatory training as well as topics identified by nursing staff and the senior clinical team. Where possible, sessions are delivered by Hospice team members who can share their experience and expertise.

Separate RN and HCA study days were held in April and May, followed by mixed group teaching in October/November. The training also included a 'table top' exercise to upskill staff in emergency planning and actions needed should an emergency occur. Recognising that nursing staff are often the only members of the hospice team on the premises for much of the time out of working hours.

Some members of the HCA team have completed online training in Medicines Management, completing additional practical competencies to enable them to become 'second checkers' for CD medications.

Nurses are supported to develop their skills and two Registered nurses have completed their 'Physical Assessment' modules at Teesside University and one RN has commenced her nursing degree.

The Trainee Nursing Associate post continued with external placements to enhance learning. Teesside Hospice has also offered reciprocal placements sharing palliative care best practice.

RNs have all updated their 'Practice Assessor Training' and student nurse placements recommenced in July 2022 for 'spoke' placements.

Bereavement Counselling

Teesside Hospice has welcomed Tara Evans as Head of Bereavement Counselling following the retirement of Sara Matthews. Tara has moved from a Higher Education Organisation and is keen to continue and develop the learning and education around Communication and Bereavement.

The core counselling team have all attended many educational and CPD events, over the year, including working with trauma, informed practice, the LGBT community, working creatively with clients.

In the last year, all the core team have attended multiple CPD events to enhance their therapeutic practice when working with grief, complex grief, and trauma, to benefit our volunteers when working with them as Supervisee's.

Part of a counsellor's professional registration to the BACP, expects that we attend at least 30 hours of extra educational learning, or CPD events which to date all have achieved.

Tara has completed Level 4 safeguarding training to enhance her new role as safeguarding lead for children and young people. She has also completed an enhanced working with traumatic grief and loss, over a six-week period and more recently completed 'working with men and shame' education.

There are many other areas of training that counsellors have all attended, sometimes this is in relation to their own curiosity and intrigue. However, all of it relates to the work that they do with our clients at the Hospice and enhance their practice.

It should also be noted that Jannette, counselling coordinator has attended communication training and some of the CPD training available to our volunteer counsellors. This is so that she can better undertake her role and have the necessary skills to support our clients.

Medical Team

Doctors have continued to access education and learning in order to maintain registration and revalidation. Members of the medical team have supported education delivered to other clinical teams and individuals. (E.G. Symptom control updates to Well Being Staff and supervisor to RN completing non medical prescribing qualification)

Doctors who have or plan to attend external courses are encouraged to feedback their learning with the wider team.

Doctors deliver formal education sessions when requested for external teaching.

Placements for Internal Medicine Registrars have been supported in 2022 and 2023. We have now had eight Acute Medicine training doctors spend one month at a time with the clinical team at the hospice. They have been working with the medical team and gaining better understanding of symptom management and holistic patient care. Feedback from the doctors has been excellent. The learning has been a two way process.

Education for Healthcare Professionals beyond the Hospice

District Nurse training and NEAS training as previously documented.

Hospice Visits

The hospice has continued to encourage and support visits from healthcare professionals wishing to learn more about the hospice and palliative care approach, including medical students, physio/OT students, dietetic students. In particular, newly appointed healthcare professionals to the local hospital and community palliative care teams are encouraged to spend time at the hospice to understand our services and how to access the hospice for their patients.

Outreach Nurse Practitioner (Lisa Williamson)

Our outreach nurse practitioner role continues the strong links developed with hospital and community teams. Winter pressures money secured by the hospice last year and this winter, has enabled a secondment opportunity for Lynne Toulson RN as in reach to the acute hospital, sharing knowledge re hospice services with staff and patients as well as facilitating prompt transfer of patients to the hospice. Lynne had completed her Clinical Skills

module and is now undertaking the non-medical prescribing qualification to enhance the role by upskilling. This secondment role has evaluated extremely well.

Allied Health Professionals Team

Teesside Hospice has an experienced AHP team, recognising the need for a multi professional approach to support patients in both IPU and Well Being. They also play an important role in supporting education and training.

Not only do they provide training to staff (e.g. manual handling) but also provide an education role for patient groups such as 'Be In Charge' for those breathless patients attending our Well Being Service.

Safeguarding Training

All staff complete mandatory safeguarding training for adults and children specific to their role. Training is accessible on the online portal.

F2F Safeguarding teaching has been delivered by Julie Fletcher, Safeguarding Adults lead, training is specific to the roles and responsibilities of staff and real-life scenarios have been used to make the teaching more relatable and useful. Domestic abuse has been highlighted as this is often 'hidden' and a prevalent domain of abuse. Julie has completed the Community Ambassador training with My Sister's Place, relevant posters displayed within the Hospice building.

Safeguarding lead for Adults (Julie Fletcher Social Worker), Children and Young People Safeguarding Lead (Tara Evans Head of Bereavement Counselling) and their Clinical lead, (Debbie Edwards, Clinical Director for Nursing and Quality) have all completed Level 4 safeguard training.

Electronic Prescribing

As part of the implementation of Electronic Prescribing and Medication Administration (EPMA), Train the Trainer Training (TtTT) was undertaken by a group of staff leading the implementation in October 2022. Following on from this, we have rolled out small group EPMA training sessions to all IPU medical and nursing staff (including Senior HCA's who have undergone medication competency training) from January - March 2023. Additional training is planned for April / May 2023 in relation to transcribing of medication for out of hours prescribing. Training in electronic prescribing will now be included in induction training for all new registered nursing staff.

Locality Specialist Palliative Care Education Group

Dr Rosie Finnegan and Kim Hunt (Clinical Practice Development Lead) are the Hospice representative on this group, which includes members from South Tees Trust Hospital and Community Palliative Care teams and meets quarterly. The focus of the group is to coordinate and facilitate Palliative Care Education in the local area. Meetings have continued to be held virtually. The group delivered a very successful Palliative Care Conference, in May 2022 coinciding with Dying Matters week. Another conference is planned for May 2023 'Diversity in End of Life Care' The topic of diversity and inclusion is very relevant and builds on the important work carried out by our Clinical Sister, Chloe McCormick on the 'Widening Access' project.

Research

Teesside Hospice was chosen as a site for the CHELsea II study which looks at the use of artificial hydration at the end of life. In order to be able to recruit to a clinical research study, members of the clinical team have completed their Good Clinical Practice online course and in house teaching for all clinical team members has taken place.

SUMMARY STATEMENT

The above aims to summarise the many and varied education activities which have taken place over the last 12 months. This would not have been possible without the enthusiasm and hard work of all staff involved in supporting this work. The education undertaken supports the ambition of Teesside Hospice to be a learning organisation.

Future Plans and Aspirations

We aim to continue the collaborative work already established and develop new collaborative opportunities.

- The Open Forum in house education sessions have been planned for the coming months. Most available either F2F or virtually from home. These will be open to hospice staff and other healthcare professionals.
- Roll out of Bluestream Academy online mandatory training portal.
- Update in Mental Capacity Training to all staff. F2F training is being delivered by Safe Guarding Adults Lead.
- Where further learning has been identified through appraisals such as university modules, support and funding will be explored either through HENE or external grants. This encourages individuals career progression and enhances our staff skill mix.
- A leadership and management course is planned for this coming year to support leaders in both Clinical and Income Generation arms of the organisation.
- Plan to deliver community webinar to reach those who want to learn more about our services.
- The North East Education collaborative is no longer in existence but shared learning events and opportunities with other Hospices and Palliative Care colleagues will be encouraged wherever possible.
- Website - An Education and Training page on the hospice website is being explored.

Rosie Finnegan

Chair of Education Group

April 2023